



WASHINGTON STATE EMPLOYMENT OPPORTUNITY

WASHINGTON STATE DEPARTMENT OF REVENUE

6500 Linderson Way SE ♦ PO Box 47463 - Olympia, WA 98504-7463

(360) 725-7494 ♦ FAX (360) 664-0658 ♦ TDD/TTY (360) 664-0580

WASHINGTON MANAGEMENT SERVICE RECRUITMENT ANNOUNCEMENT

POSITION: **District Compliance Manager**

LOCATION: Bothell, WA

SALARY: \$50,436 - \$61,644 annually D.O.Q. (WMS Band 2)

WHO MAY APPLY: This recruitment is open to all interested candidates who meet the minimum qualifications.

AGENCY PROFILE: The Washington State Department of Revenue's mission is to fairly and efficiently collect revenues and administer programs to fund public services, advocate sound tax policy, and continuously improve the quality of service.

The Department employs approximately 1,000 employees in classifications ranging from property tax appraisers, revenue agents and revenue auditors, to foresters, information technology systems analysts and excise tax examiners. The headquarters of the organization is located in Olympia, Washington with 13 field offices geographically located throughout the state. The Department also employs several auditors in out-of-state locations.

SCOPE: The position manages and directs field Compliance operations in a district office. Develops and implements strategies to maximize delinquent account collection. Acts as the first level of appeal in taxpayer disputes consistent with WAC 458-20-100. Responsible for security procedures and inventory control in Compliance facilities.

The District Compliance Manager:

- Sets priorities for assigned staff within the work unit to accomplish production goals.
- Actively participates in discussions and decision-making for issues at the regional level of division operations.
- Is a principal liaison for communications between field staff and the Olympia management team.
- Recommends agency and division policy in areas including training, quality improvements, and policies and procedures.
- Ensures adherence to agency policy and procedures through communication with, and training of field staff.
- Implements all agency and divisional policy changes within the office managed.

DESIRABLE
QUALIFICATIONS:

Desirable candidates will have substantial experience in supervising or managing staff in a public sector organization. Additional consideration will be given to candidates with background and experience in tax collection and/or enforcement activities.

KNOWLEDGE AND
SKILLS:

The position requires a working knowledge and full utilization of management principles including staff supervision, motivation and coaching skills, project management, budgeting, negotiation skills, oral and written communication skills, interviewing skills, quality/continuous improvement tools, and meeting management skills. The position interprets and applies merit system rules, the collective bargaining agreement, and agency policies in the management and direction of compliance staff.

Knowledge of and Ability to: interpret and articulate excise tax laws and rules, Attorney General opinions, Appeals or court decisions, and compliance procedures is required. Ability to analyze the impact of new legislation and/or policy changes on existing procedures or processes and work cooperatively with others at all levels to minimize impact is essential. Also works cooperatively with representatives of other divisions or agencies at all levels to coordinate the co-location of employees in office facilities.

Skills to: communicate effectively in writing and through oral presentations; lead, facilitate and participate in agency wide projects and committees; conduct taxpayer negotiations concerning complex collection issues; train and mentor Compliance personnel.

CONDITIONS OF
EMPLOYMENT:

Work is generally performed in an indoor office environment and generally involves a high degree of concentration. Must be able to work on multiple projects simultaneously and may be required to work extended hours. Normal work hours for this position are Monday through Friday, from 8:00 am to 5:00 pm. This position does not require the use of specialized equipment and there are no known hazards or hazardous materials to which the employee may be exposed. Must be able to work in a non-smoking environment.

INTERESTED APPLICANTS
SHOULD SUBMIT:

A letter of interest with a resume listing name of employer, dates of employment, education, and a minimum of three employment references with current telephone numbers; one supervisor, one subordinate (if applicable), and one person outside your immediate work environment.

Please also provide a typed response of less than one page for the following question:

How would you maintain a positive interaction with staff and keep them motivated while at the same time, work to meet production and performance goals important to the Compliance division.

In addition, we request that you complete and return the attached Profile Data Sheet. Completion of this form is voluntary. Information gathered will be used for statistical purposes only and will be kept confidential.

Application materials must be received by 5:00 PM on the closing date of the recruitment announcement to the following address:

WA State Department of Revenue

Office of Human Resources
ATTN: Carole Lynch
PO Box 47463
Olympia, Washington 98504-7463

For more information about the WA State Department of Revenue or other career opportunities, please visit our web site at <http://dor.wa.gov>.

THE WASHINGTON STATE DEPARTMENT OF REVENUE IS AN EQUAL OPPORTUNITY EMPLOYER. WOMEN, RACIAL AND ETHNIC MINORITIES, PERSONS OF DISABILITY, PERSONS OVER 40 YEARS OF AGE, AND DISABLED AND VIETNAM ERA VETERANS ARE ENCOURAGED TO APPLY. PERSONS OF DISABILITY NEEDING ASSISTANCE IN THE APPLICATION/TESTING PROCESS, OR THOSE NEEDING THIS JOB ANNOUNCEMENT IN AN ALTERNATIVE FORMAT, MAY CALL OFFICE OF HUMAN RESOURCES AT (360) 725-7501, TDD/TTY (360) 664-0580.

State of Washington
Department of Revenue

APPLICANT PROFILE DATA FORM

Completing this form will enable Washington State to assess the many talents and skills that are available throughout the workforce. To ensure equal employment opportunity, we ask your voluntary cooperation in responding to the questions below. This information will be treated as confidential, and will be available *only* to authorized personnel. Please review the Affirmative Action Definitions at the bottom of this page.

Name: _____ Date: _____

1. What race or culture do you consider yourself? *If you are more than one race, please check "Other Race".*

- | | | | | | |
|--------------------------------|------------------------------------|------------------------------------|-----------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> Aleut | <input type="checkbox"/> Cambodian | <input type="checkbox"/> Filipino | <input type="checkbox"/> Hispanic | <input type="checkbox"/> Korean | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Chinese | <input type="checkbox"/> Guamanian | <input type="checkbox"/> Indian | <input type="checkbox"/> Laotian | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Black | <input type="checkbox"/> Eskimo | <input type="checkbox"/> Hawaiian | <input type="checkbox"/> Japanese | <input type="checkbox"/> Latino(a) | <input type="checkbox"/> White |

☐ Other Race (specify indicate race or culture): _____

If you are more than one race, please also check "Multi-Racial" below and indicate your preference for Affirmative Action purposes:

☐ Multi-Racial _____

(Affirmative Action Preference)

2. Are you: ☐ Male ☐ Female

3. Have you ever been on active duty in the U.S. Armed Services? ☐ Yes (if checked, see 3a and 3b) ☐ No

3a. Dates served: from: _____ to _____ 3b. Are you a disabled veteran? ☐ Yes (____ %) ☐ No

4. Do you have any physical, sensory, or mental condition that substantially (rather than slightly) limits any of your major life functions, such as: walking, speaking, seeing, hearing, breathing, working, learning, caring for oneself or performing manual tasks? ☐ Yes ☐ No

5. Do you have a physical, mental, or other health condition that has lasted six (6) or more months and which limits the kind or amount of work you can do at a job? ☐ Yes ☐ No

Date of Birth: ____/____/____

AFFIRMATIVE ACTION DEFINITIONS

American Indian or Alaskan Native. A person with origins in any of the original peoples of North America and who maintains cultural identification through documented tribal affiliation or community recognition.

Asian/Pacific Islander. A person with origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. For example, China, Japan, Korea, Pakistan, the Philippine Republic, and Samoa.

Black/African-American. A person with origins in any of the Black racial groups of Africa.

Hispanic. A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race. For example, persons from Brazil, Guyana, or Surinam would be classified according to their race and would not necessarily be included in the Hispanic category. This category does not include persons from Portugal, who should be classified according to race.

White/Caucasian. A person with origins in any of the original peoples of Europe, North Africa, or the Middle East.

Disabilities. For Affirmative Action purposes, people with disabilities are persons with a permanent physical, mental, or sensory impairment which substantially limits one or more major life activities. Physical, mental, or sensory impairment means: (a) any physiological or neurological disorders such as mental functions; or (b) any mental or psychological disorders such as mental retardation, organic brain syndrome, emotional or mental illness, or any specific learning disability. The impairment must be material rather than slight, and permanent in that it is seldom fully corrected by medical replacement, therapy or surgical means.

Disabled veteran. A person entitled to disability compensation under laws administered by the U.S. Department of Veteran Affairs for disability rated at 30 percent or more, or a person whose discharge or release from active duty was for a disability incurred or aggravated in the line of duty.

Vietnam-era veteran. A person who served on active duty for a period of more than 180 days, any part of which occurred between August 5, 1964, and May 7, 1975, and was discharged or released from duty with other than a dishonorable discharge.

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